

CITY OF ATLANTA, GEORGIA CLASSIFICATION SPECIFICATION

Job Title: Customer Service Supervisor

Date: 1995

Purpose of Job

The purpose of this job is to supervise and assist staff in performing customer service functions for an assigned department. Duties include, but are not limited to: supervising staff; coordinating assignments; monitoring telephone conversations; assisting in handling customer inquiries; and preparing reports and other documents.

Essential Duties and Responsibilities

The following duties are normal for this job. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

Work Delegation:

- Supervises and evaluates assigned staff, handling all employee concerns, directing work assignments, counseling and disciplining employees when necessary, and completing employee performance appraisals.
- Assigns work and assists staff as necessary in the completion of assignments.

Administrative Duties:

- Prepares reports, memos, and other documents and develops and maintains related files.
- Monitors staff telephone conversations with customers; assists in handling inquiries as necessary.
- Processes and resolves customer complaints and concerns regarding service delivery, account payments, and other issues.

Communication:

- Confers with citizens as necessary to resolve problems, respond to inquiries, or otherwise provide assistance.
- Confers with department officials and others as necessary to respond to and resolve citizen/customer concerns and problems.

Marginal Job Functions

- Performs other related duties as required.

Knowledge of Job

Has considerable knowledge of administrative and office practices, policies and procedures as necessary in the completion of daily responsibilities. Is able to develop and administer policies, procedures, plans and activities and to monitor performance of subordinates against measured established goals. Ability to develop and administer operations and staff plans and objectives. Is able to develop and implement long-term goals for the department in order to promote effectiveness and efficiency. Has knowledge of applicable, policies, standards and regulations pertaining to the specific duties and responsibilities the job. Ability to keep abreast of any changes in policy, methods, operations, budgetary and equipment needs etc. Is able to effectively communicate and interact with subordinates, management, employees, and member of the general public. Is able to assemble information and make written reports and documents in a concise, clear and effective manner. Has good organizational, management, human relations, and technical skills. Is able to use independent judgement and discretion in managing subordinates. Has the ability to comprehend, interpret, and apply regulations, procedures, and related information. Has the mathematical ability to handle required calculations. Is knowledgeable and skilled in the use computers. Is able to read, understand and interpret reports and related materials.

Minimum Training and Experience Required to Perform Essential Job Functions

Associate's degree in Business/Public Administration or related field required; three years of responsible customer service experience with a utility, such as gas, electric, or water; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job. Supervisory experience is preferred.

**(ADA) MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED
TO PERFORM ESSENTIAL JOB FUNCTIONS**

PHYSICAL REQUIREMENTS: Must be physically able to operate a variety of job related machines and/or Office Equipment. Must be able to move or carry job related objects or materials. Physical demand requirements are at levels of those for sedentary or office environment work.

DATA CONCEPTION: Requires the ability to compare and/or judge the readily observable functional, technical, structural, compositional or identifiable characteristics (whether similar to or divergent from obvious standards) of data, people, or things.

INTERPERSONAL COMMUNICATION: Requires the ability to communicate with people to convey or exchange professional information.

LANGUAGE ABILITY: Requires the ability to read a variety of professional, technical and administrative documentation, directions, instructions, methods and procedures. May require the ability to produce reports with proper format, punctuation, spelling and grammar, using all parts of speech. Requires the ability to communicate with and before others using correct English.

INTELLIGENCE: Requires the ability to learn and understand subject matter principles and techniques; to make independent judgments in absence of supervision within the scope of respective job duties and tasks; to acquire and be able to expound on knowledge of topics related to primary occupation.

NUMERICAL APTITUDE: May require the ability to utilize mathematical formulas; add and subtract; multiply and divide totals; determine percentages; determine time and weight; and interpret same as may be appropriate.

FORM/SPATIAL APTITUDE: Requires the ability to inspect items for proper length, width, and shape.

MOTOR COORDINATION: Requires the ability to utilize job related equipment in the course of accomplishing job duties and tasks associated with respective primary duties.

COLOR DISCRIMINATION: May require the ability to differentiate colors and shades of color.

INTERPERSONAL TEMPERAMENT: Requires the ability to interact with people (i.e. staff, supervisors, general public and elected officials) beyond giving the receiving instructions. Must be adaptable to performing under minimal stress when confronted with an emergency.